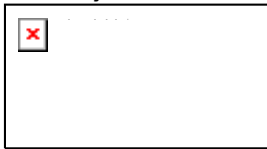


**From:** anthony deo <anthonyd@northshoremotors1.com>  
**Sent:** Wednesday, May 17, 2023 6:22 PM  
**To:** Robert Urrutia  
**Cc:** Bruce Novicky  
**Subject:** Re: Superb Motors/ Important

I need advice on how we should handle it.

Bruce if you can give me a call tomorrow and tell me the best way to navigate pls.

**Anthony Deo**



**NORTHSHORE MOTORS**

**Chief Operating Officer.**

[180 Michael Drive](#)

[Syosset, NY 11791](#)

[www.NorthshoreMotors1.com](http://www.NorthshoreMotors1.com)

Ph.516.226.1400

Admin

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On May 17, 2023, at 5:52 PM, Robert Urrutia <tonyu17@icloud.com> wrote:

Who we have the car for the fraud deal? Is it going through insurance?

Best regards,

Tony Urrutia

Chief Executive Officer

Team Auto Group

Tony@yourteamauto.com

Mobile 631 561-9807

Sent from my iPhone

On May 17, 2023, at 1:37 PM, anthony deo <anthonyd@northshoremotors1.com> wrote:

The demand for repurchase is a Fraud deal... Was trying to fight it as much as I can. Dean Guzzi.

Customer complaints are being handled. One lady(Rose) is just unreasonable and curses everyone out at hello.

- Another Customer requested us to do rims that we are getting it done. Customer awaiting car.
- Kadian Rose- needed her warranty canceled. It is already canceled.
- Laird- it's a flat cancel. that has already been processed.

Liens are mostly out of state that we are pounding through.

---

**From:** Robert Urrutia <tonyu17@icloud.com>  
**Sent:** Wednesday, May 17, 2023 3:27 PM  
**To:** anthony deo <anthonyd@northshoremotors1.com>  
**Subject:** Fwd: Superb Motors/ Important

What is going on with this stuff?

Best regards,

Tony Urrutia

Chief Executive Officer  
Team Auto Group  
Tony@yourteamauto.com  
Mobile 631 561-9807

Sent from my iPhone

Begin forwarded message:

**From:** "Pesce, Rosa" <Rosa.Pesce@chase.com>  
**Date:** May 17, 2023 at 9:34:35 AM CST  
**To:** Robert Urrutia <tonyu17@icloud.com>  
**Cc:** "Simonetti, James" <james.simonetti@chase.com>  
**Subject:** Superb Motors/ Important

Hi Tony

Hope this emails finds you well.

We need to bring a few concerning items to your attention if you are not in the know already. I'm going to set up a conf call for tomorrow. Please let me know your availability?

- Demand Repurchase
- 3 Customer Complaint since March
- Outstanding Aged Unperfected Titles

Thank you.

*I always say do your very best on every task and on your everyday interaction with others.  
Imagine that everyone is watching even when no one is watching !*

*Best Regards*

**Rosa Pesce** | Northeast Regional Sales Director | Executive Director | Chase  
Auto Dealer Services

O:(516) 557-2483

EF: (866) 628-7957

[<image001.gif>](#)

5 keys to a Great Customer Experience: Always be Courteous and Professional, Do The Right Thing, Build Lasting Relationships, Own Customer Issues Start-to-Finish, Exceed Expectations

**Download my digital business card by scanning the QR code below**

[<image002.png>](#)

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